

CODE ENFORCEMENT

PURPOSE

Code Enforcement serves to protect the health and safety of Chula Vista's citizens by identifying and addressing violations of the Chula Vista Municipal Code. Our Housing, Hotel/Motel and Mobile Home Inspection programs upgrade and make safe the City's inventory of affordable housing by requiring private reinvestment in properties that are unsafe and substandard.

MAJOR PROGRAMS AND ONGOING RESPONSIBILITIES

ID#	Title	Page
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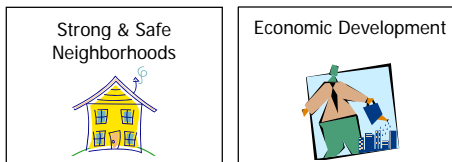
WORK PROGRAM ITEM C1

Program or Project Title: Complaint-Based Enforcement Program

Scope of Service:

While adding new emphasis to proactive enforcement and education, Code Enforcement resources continue to be spent responding to approximately 2500 complaints per year. Complaints are made on a range of enforcement matters including accumulation of refuse and garbage, building without permit, substandard single-family housing conditions, abandoned or partially destroyed and neglected properties, portable carports in front yards, illegal businesses incomplete structures with expired permits, abandoned or discarded appliances and furniture, and other code violations and blight.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

- Achieve compliance within 30 days on 80% of the legitimate complaints we receive per year.
- Achieve compliance on the remaining 20% within six months.

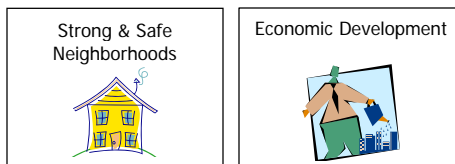
WORK PROGRAM ITEM C2

Program or Project Title: Community Improvement Program (pro-active sweeps)

Scope of Service:

Beginning in 2004, Code Enforcement expanded its proactive role with the “Community Improvement program.” Each officer is assigned two beats within the City to form a partnership with neighborhood residents and businesses. Together, they create a priority list of code enforcement issues specifically tailored to meet the needs of the area. Using this list of neighborhood and business concerns, Code Enforcement will conduct proactive sweeps to eliminate violations and deterioration of the community.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

- 80% of businesses in compliance within 90 days and the remaining 20% within 6 months

WORK PROGRAM ITEM C3

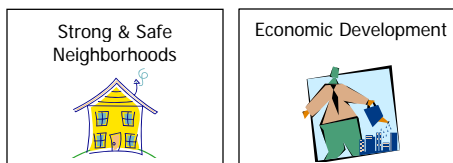
Program or Project Title: Housing Inspection Program

Scope of Service:

All multi-family housing stock is inspected for conformance with State minimum housing standards. This inspection program preserves our supply of affordable housing and reduces the number of units in substandard condition, protecting safe, decent and sanitary housing opportunities for all residents. Apartment complexes are inspected at a rate of ten a month. Since the expansion of our proactive code enforcement programs, over 250 complexes, or 3,000 housing units have been inspected. Virtually all apartment complexes are found to have violations consisting of minor items and some also have major life-safety hazards. Defective smoke detectors and fire suppression equipment are typical violations. Ninety percent of the property owners and managers abate their violations within 60 days.

An additional benefit of this program is the discovery of unlicensed apartments or those that heretofore did not apply for business licenses. Before our Code Enforcement Program was expanded, twenty percent of the apartment housing stock was unlicensed. These discoveries ensure that all our affordable housing stock is inventoried and maintained in safe and decent condition.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

- Abate 90% of the violations we identify within 60 days of the apartment inspections
- Remaining 10% in compliance within 6 months.

WORK PROGRAM ITEM C4

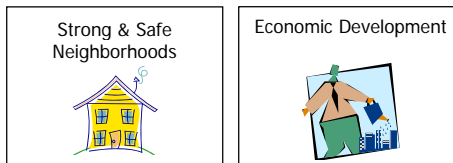
Program or Project Title: Hotel/Motel Inspection Program

Scope of Service:

Inspection of all hospitality suites in Chula Vista is done in conformance with State minimum standards for housing. All 26 hotel/motels are inspected at least once every year. The first annual inspections revealed serious life-safety violations in all hotels and motels, specifically fires protection systems. Two motels failed to abate the serious life safety violations and have been closed for business. The remaining 24 hotels and motels abated their violations within 90 days.

Subsequent annual inspections have had a much higher level of compliance and this year the majority were in full compliance.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

- Abate 90% of all violations within 90 days of the annual hotel/motel inspection
- Remaining 10% in compliance within six months

WORK PROGRAM ITEM C5

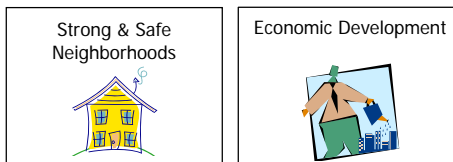
Program or Project Title: Mobile Home Park Inspection Program

Scope of Service:

Mobile home parks are inspected for conformance with Title 25 and Health and Safety codes per State Housing and Community Development Department requirements. The purpose of this program is to preserve affordable housing stock in the City of Chula Vista and to ensure the health and safety of mobile home residents. The program requires that substandard units and park infrastructure be brought up to minimum standards. Over nine mobile home parks are inspected each year in rotation to cover all 32 parks at least once every 3 1/2 years. Since our Code Enforcement Program was expanded, 13 parks have been inspected, six parks have been found to be substandard in terms of life safety and repairs and investment have been initiated.

Approximately half of the 1300 units inspected have been issued violation notices and 80% of those violations have been abated. All parks found to be substandard have abated or are currently in the process of abating the violations. .

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

- Abate 80% of the violations within 6 months of inspection
- Remaining 20% in compliance within 12 months

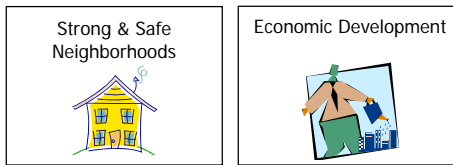
WORK PROGRAM ITEM C6

Program or Project Title: Community Housing Improvement Program

Scope of Service:

Together with the Community Development Housing Section, this program offers grants and low interest loans to qualified residential property owners to make improvements such as reproofing, electrical upgrades, plumbing, and other structural integrity improvements. We support the program by connecting the potential recipients with the Community Development funding and we inspect the work upon completion.

Council Strategic Themes:



Department Strategic Goals:

Achieve the General Plan Vision and Goals

Metrics for Success:

TBD

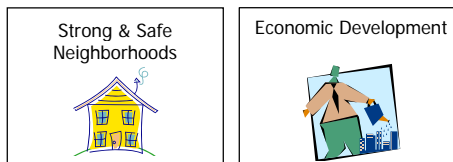
WORK PROGRAM ITEM C7

Program or Project Title: Exterior Accessibility Program

Scope of Service:

This State funded program is administered by Community Development and is directed at multi family residential properties that need upgrading and installing improvements to assist people with disabilities and compliance with ADA. We support the program by connecting the potential recipients with the Community Development funding and we inspect the work upon completion.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

TBD

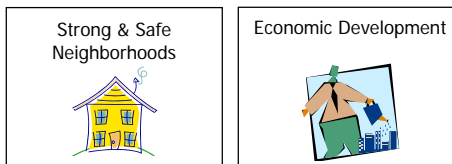
WORK PROGRAM ITEM C8

Program or Project Title: Abandoned Vehicle Abatement Program

Scope of Service:

The Abandoned Vehicle Program helps keep Chula Vista neighborhoods safe and clean by removing unwanted or discarded inoperable vehicles. Abandoned vehicles that are stored on private property must be properly enclosed. As a public service, the City of Chula Vista Code Enforcement Team can arrange to have an inoperable vehicle removed from your property absolutely free of charge. This service is made possible through funds received from the State and we partner with the County who administers.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

- We abate 1100 vehicles per year from private property which raises \$80,000 dollars, making the program 100% self sufficient

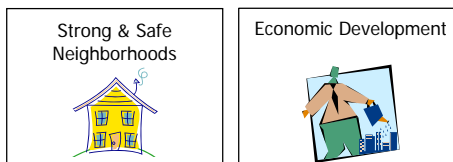
WORK PROGRAM ITEM C9

Program or Project Title: Business License Program

Scope of Service:

In June 2001, the Permit Process Section took over the business license process from the Finance Department. This process is intended to provide a source of revenue to the City and a mechanism for confirming that the new businesses are located in appropriate zones and are complying with all City regulations. Operators seeking a business license submit an application that is subsequently routed to various departments for approval. The Building Division counter now serves as the initial point of contact for the applicant. Business license staff currently manages the routing/approval and insurance process. Our Senior Business License Representative and staff work with departments in the approval process to streamline procedures and further automate the process.

Council Strategic Themes:



Department Strategic Goals:

Promote Responsive and Professional Customer Relations

Metrics for Success:

- The Business License Program is currently under review as a regulatory program and a code amendment may be forthcoming.

WORK PROGRAM ITEM C10

Program or Project Title: Yard Sale Enforcement Program

Scope of Service:

One Saturday per month one officer devotes time to educating the public about our yard sale permit requirements. We drive through the community looking for sales that are not permitted. When one is located, we educate the sellers about the requirements and restrictions in terms of permits times, signage and location and issue a permit on site.

Council Strategic Themes:



Department Strategic Goals:

Communicate Clearly, Fairly and Professionally

Metrics for Success:

- Obtain proper permits and code compliance for over 1,800 yard sales each year

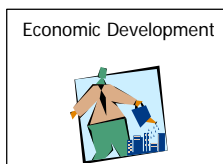
WORK PROGRAM ITEM C11

Program or Project Title: Conditional Use Permit Inspections

Scope of Service:

This is a new cost recovery program, initiated in January 2005. Follow-up inspections to verify compliance with the Conditional Use Permits (CUP) conditions take place one year after the execution of the permit. In the majority of cases, the field inspection finds the permit in compliance. With violations, an opportunity is provided to correct. Any noncompliance that is not corrected would return to the Planning Commission for revocation hearing.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

Ongoing

WORK PROGRAM ITEM C12

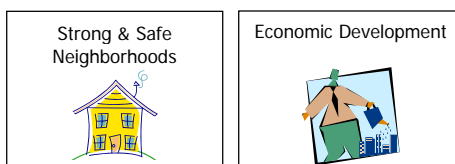
Program or Project Title: Illegal Sign Abatement

Scope of Service:

There are two basic categories of illegal sign abatement. The first is private signs placed in the public right-of-way. These signs are removed and recycled or destroyed. We remove approximately 5,000 illegal signs per year, and 2006 has seen a dramatic increase in sign violations. We anticipate removing 10,000 illegal sign this year.

The second category is illegal signage on businesses. These consist of temporary pennants, banners, window signs and other over signage. We work to educate the business owner and property owner about the regulations and enforce only if voluntary compliance is not achieved. We remove approximately 1,000 illegal business signs per year.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

- Remove approximately 10,000 illegal signs per year

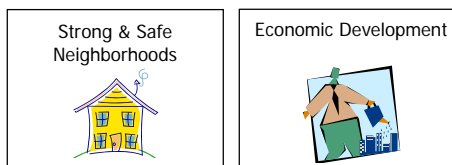
WORK PROGRAM ITEM C13

Program or Project Title: Graffiti Program

Scope of Service:

We refer all graffiti complaints and stages to the Graffiti Task Force of the Police Department and Public Works for both public and private property. We help facilitate the acquisition of consent forms to remove the graffiti when it appears on private property. We work to educate the public about the importance of early eradication.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

- Refer for removal approximately 300 tags per year

BUILDING PERMIT PROCESSING

PURPOSE

This section is the primary interface with the public and development industry for the Building Division and provide information related to the processing and issuing of building permits.

CURRENT MAJOR PROJECTS/PROGRAMS

ID#	Title	Page
B1	Translation of all Public Documents to Spanish	B1

ONGOING RESPONSIBILITIES

ID#	Title	Page
B2	Operation of Public Counter	B2

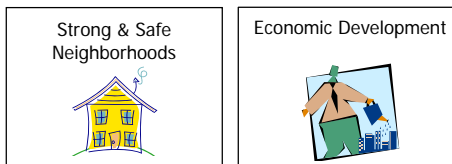
WORK PROGRAM ITEM B1

Program or Project Title: Translation of all Public documents into Spanish

Scope of Service:

We can better serve our Spanish speaking community by translating public documents to Spanish. We anticipate starting this project in FY 07'.

Council Strategic Themes:



Department Strategic Goals:

Communicate Clearly, Fairly and Professionally

Metrics for Success:

- Drop in the number of request for translators at our public counter.
- Customer survey – 90% satisfied or better

WORK PROGRAM ITEM B2

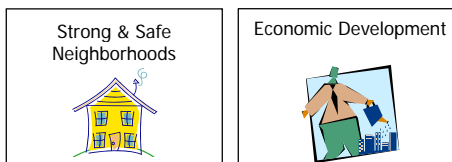
Program or Project Title: Operation of Public Counter

Scope of Service:

We strive to provide outstanding customer service and are preparing to upgrade to a One-Stop public counter when we move into our new facilities. We have developed performance standards and customer service thresholds to cover every area of our operations including:

- Processing plan check submittals
- Issuing building permits
- Approving city standard plans
- Processing business license applications
- Issuing garage sale permits
- Researching the history and status of permits
- Interpreting codes, policies, and procedures

Council Strategic Themes:



Department Strategic Goals:

Promote Responsive and Professional Customer Relations

Metrics for Success:

Refer to Customer Service Thresholds, Appendix A

- Customer Surveys – 90% Satisfied or better
- 90% of permit applications processed and distributed within 24 hours
- 90% of Customer phone calls returned within 24 hours

BUILDING INSPECTION

PURPOSE

Conducts several specific inspections of each permitted building project to confirm that construction is in accordance with permitted plans and construction documents. During FY 04/05, the section performed approximately 74,000 inspections. Perform the role of Building Official for the City of Chula Vista.

CURRENT MAJOR PROJECTS/PROGRAMS

ID#	Title	Page
B3	Inspection Audit Program	B3
B4	Building Permit Archiving	B4

ONGOING RESPONSIBILITIES

ID#	Title	Page
B5	Building Inspection	B5
B6	Building Inspection Training	B6
B7	Special Inspections Program	B7
B8	Emergency Preparedness Program/Training	B8
B9	Building Permit Expiration Notification Program	B9

Building inspections, weekly training program, Audit Program, Special Inspection Program, Permit Pre-expiration Notification Program, permit/construction document archiving.

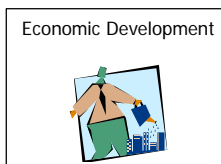
WORK PROGRAM ITEM B3

Program or Project Title: Inspection Audit Program

Scope of Service:

We audit the work of building inspectors for the purpose of ensuring uniformity and consistency, measuring the quality of work and customer service, and identifying areas where additional training is needed.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

- Perform minimum two audits per inspector per year.
- Customer Survey – 90% satisfied or better.

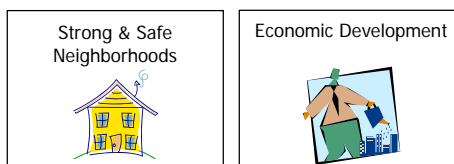
WORK PROGRAM ITEM B4

Program or Project Title: Building Permit Archiving Program

Scope of Service:

For each permit that has completed the inspection process all documentation (permit, support documents and plans) are collected, analyzed (determined if needed to be retained), inventoried and placed in boxes to be sent to Archive storage. This process is the precursor to digitizing because the inventories are used to index the documents into Laser fiche for latter retrieval

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

98% of the permits that have completed the inspection process are archived in less than 48 hours. The location of these permits, along with supporting documentation and plans, can be located in less than 5 minutes

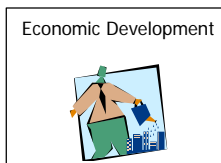
WORK PROGRAM ITEM B5

Program or Project Title: Building Inspection

Scope of Service:

The primary functions of our Building Inspection Section include: 1) conducting periodic inspections of each building project to confirm that construction is in accordance with approved plans, 2) assuring proper training in performance of field inspection responsibilities, and 3) preparing accurate records of inspection activities. We successfully performed over 62,000 building inspections through May of this year.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

95% next workday response on construction inspection requests

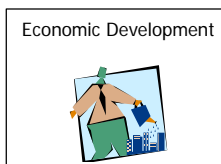
WORK PROGRAM ITEM B6

Program or Project Title: Building Inspection Training

Scope of Service:

Minimum one hour per week in-house training on building regulations, field issues, policies and procedures, staff development, staying current with building regulations, maintaining uniformity and consistency and providing quality service.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

- Minimum one hour per week of training to building inspection staff.
- Building Inspection Audits – Minimum to no major violations missed. 90% of customers interviewed during audit rate us at satisfactory or better.

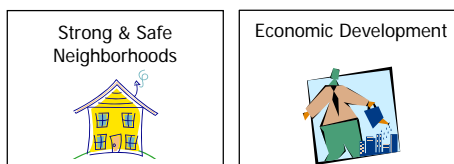
WORK PROGRAM ITEM B7

Program or Project Title: Special Inspections Program

Scope of Service:

Our Building Code requires special inspection (continuous or periodic inspections performed by third party specialty inspectors) on a number of construction material and applications. We audit the qualification of special inspectors, and work inspected and reports generated by special inspectors.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

High quality special inspectors working on projects in Chula Vista and high quality special inspection reports.

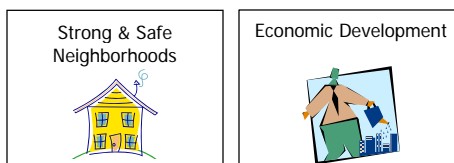
WORK PROGRAM ITEM B8

Program or Project Title: Emergency Preparedness Program/Training

Scope of Service:

We assure our preparedness to perform safety and damage assessment after a disaster. Safety assessment is the process by which buildings of all occupancies and lifelines are evaluated for their safety for their immediate occupancy or continued use. The program involves developing and maintaining operating procedures, roles and responsibilities, tracking systems, training/certification, tools and supplies and mutual aid agreements. All of our inspection and plan check staff, including our Building Official and Deputy, are State certified safety assessment personnel. All our inspection staff are CERT certified. Our BO and his Deputy have major roles in the EOC.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

- Obtain and maintain Post Disaster Safety Assessment Program (ATC 20) certification of all building inspectors and plans by winter 2006.
- Implement wireless computer based emergency response data collection program to facilitate the collection of post-disaster safety assessment inspection data by fall 2006.

WORK PROGRAM ITEM B9

Program or Project Title: Building Permit Expiration Notification Program

Scope of Service:

Per building regulations, building permits expire 180 days from the date of issuance or the date of last progress inspection. Under this program, we generate reports from our tracking system identifying permits that are about to expire, typically 30 days in advance, and send courtesy notification letters to the owners advising them that their permits are about to expire and the procedure of how to request for an extension or reapply for a permit if the permit expires.

Council Strategic Themes:



Department Strategic Goals:

Promote Responsive and Professional Customer Relations

Metrics for Success:

- Notifications sent on a monthly basis.
- Number of requests for extension in response to the notifications.
- Reduced number of expired permits.

BUILDING PLAN REVIEW

PURPOSE

To protect health and safety of Chula Vista resident and visitors by ensuring all building plans conform to minimum requirements of adopted Federal, State and local building codes.

ONGOING RESPONSIBILITIES

ID#	Title	Page
B10	Plan Review	B10
B11	Plan Review Training	B11
B12	Permit Application Expiration Notification Program	B12
B13	Plan Review Audit Program	B13

WORK PROGRAM ITEM B10

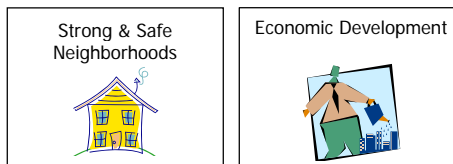
Program or Project Title: Plan Review

Scope of Service:

The primary functions of the Building Plan Review Section are: 1) to conduct plan review of each building project to confirm design conforms to minimum requirements of adopted codes, and 2) to provide applicants with clear and comprehensive direction on modifying plans to meet code requirements, and do this in the most efficient and timely manner possible.

Through May of this year, we processed 1,277 residential unit permits. We estimate that we will process 5,000 total permits this year. The average over the previous five years has been 6000 permits per calendar year. The commercial valuation covered by our permits for this year totals \$100 million. Residential valuation totals over \$300 million, with additions and alterations totaling \$55 million.

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

85% plan review meeting established turn-around time standards

WORK PROGRAM ITEM B11

Program or Project Title: Plan Review Training Program

Scope of Service:

Minimum one hour per week in-house training on building regulations, policies and procedures, staff development, staying current with building regulations, maintaining uniformity and consistency and providing quality service

Council Strategic Themes:



Department Strategic Goals:

Ensure a Safe, Sustainable and Quality Community

Metrics for Success:

- Minimum one hour per week of training to plan examiners.
- Plan Check Audits – Minimum to no major requirements missed.
- Accurate corrections, and consistent and clear correction lists
- Customer survey – 90% satisfactory or better

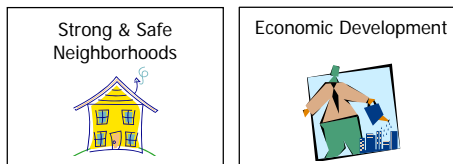
WORK PROGRAM ITEM B12

Program or Project Title: Permit Application Expiration Notification Program

Scope of Service:

Per building regulations, building permit applications expire 180 days from the date of issuance. Under this program, staff generates reports from our tracking system identifying permit applications that are about to expire, typically 30 days in advance, and sends notification letters to the owners advising them that their permit applications are about to expire and the procedure of how to request for an extension or reapply if the permit application expires

Council Strategic Themes:



Department Strategic Goals:

Promote Responsive and Professional Customer Relations

Metrics for Success:

- Notifications sent on a monthly basis.
- Number of requests for extension in response to the notifications
- Reduced number of expired permit applications

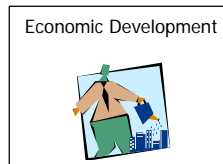
WORK PROGRAM ITEM B13

Program or Project Title: Plan Review Audit Program

Scope of Service:

Periodically audit the work of the Plans Examiners and plan check consultant to ensure uniformity, consistency, quality of plan check and customer service, and to evaluate the training program.

Council Strategic Themes:



Department Strategic Goals:

Promote Responsive and Professional Customer Relations

Metrics for Success:

Perform minimum quarterly audits per Plans Examiner/plan check consultant.
Customer Survey – 90% satisfied or better.